



## **DHHS WAIVER ADVISORY COMMITTEE** **MEETING MINUTES**

**Date:** March 21, 2012

**Time:** 1:00 pm – 3:00 pm

**Location:** McKimmon Center, Raleigh, NC

MEETING CALLED BY			William "Lee" Smith, Chairman		
TYPE OF MEETING			DHHS Waiver Advisory Committee (DWAC)		
ATTENDEES					
COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Peggy Terhune	Monarch	<input checked="" type="checkbox"/>	Ken Marsh	LME Support Services	<input checked="" type="checkbox"/>
Margaret Stargell	Coastal Horizons Center, Inc.	Call In	Jim Jarrard	DMH/DD/SAS Asst. Dir.	<input checked="" type="checkbox"/>
Jack Naftel, MD	NC Physicians Association	<input checked="" type="checkbox"/>	Kathy Nichols	DMA Waiver Pgms Mgr	<input type="checkbox"/>
Rosemary Weaver	State	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Carol Messina	State	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Susan Monroe	Local	<input checked="" type="checkbox"/>			
Marc Jacques	Local	<input checked="" type="checkbox"/>			
Deby Dihoff	NAMI	<input checked="" type="checkbox"/>			
Ellen Perry	DD	<input type="checkbox"/>			
Cherene Caraco	Mecklenburg's Promise	<input checked="" type="checkbox"/>			
Lois Cavanagh-Daley	NC CANSO	<input type="checkbox"/>	GUEST		
Arthur C. Wilson	Transylvania Co.	<input checked="" type="checkbox"/>	NAME	AFFILIATION	PRESENT
William Smith III	Wayne Co.	<input checked="" type="checkbox"/>	Beth Melcher for	Rep. Mike Watson	<input checked="" type="checkbox"/>
Brian Ingraham	Smoky Mtn.	<input checked="" type="checkbox"/>	Kelli Crosbie for	Rep. Tara Larson, Craigan Gray, Kathy Nichols	<input checked="" type="checkbox"/>
Ken Jones	Eastpointe	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mike Watson	Deputy Sec. for Health Svcs	<input type="checkbox"/>			<input type="checkbox"/>
Craigian Gray	Director	<input type="checkbox"/>			<input type="checkbox"/>
Tara Larson	DMA, Chief COO	<input type="checkbox"/>			<input type="checkbox"/>
Steve Jordan	Director	<input checked="" type="checkbox"/>			<input type="checkbox"/>
U. Nenna Lekwauwa	Medical Director	<input checked="" type="checkbox"/>			<input type="checkbox"/>

### **1. Agenda topic: Welcome and Approval of Minutes**

**Presenter(s):** Lee Smith

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Minutes approved</li> <li>Invitation for Public to sign up to speak. Three minute limit, detailed information preferred to be submitted in writing to the committee.</li> </ul>		
<b>Conclusions</b>	N/A		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<input type="checkbox"/> N/A			

### **2. Agenda topic: Chair Update/Housekeeping Items**

**Presenter(s):** Lee Smith

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Committee vacancy for SA Representative. Invitation put out for nominees for this vacancy. Suggestions to be submitted by end of next week with hopes of having someone appointed by next meeting.</li> </ul>		
<b>Conclusions</b>	.		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<input type="checkbox"/> SA Nominations to be submitted by end of next week	Ken Marsh	3/30/12	

### **3. Agenda topic: General Update PBH Expansion**

**Presenter(s):** Kelly Crosbie

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Comparison of PBH and Western Highlands activities from January 1, 2012 through February 29, 2012. Data reported by both MCOs include # providers enrolled, # grievances, turnaround time, # days to pay. Federal turnaround time is 14 days – PBH and WH numbers</li> </ul>		
-------------------	---	--	--

	<p>well within the timeframes required.</p> <ul style="list-style-type: none"> <li>• Transition hurdles: <ul style="list-style-type: none"> <li>• High Volume of provider applications – leads to payment issues;</li> <li>• High volume of new authorization requests – goal is to improve TAT;</li> <li>• Adjustment to Care Coordination over Targeted Case Management – goal to be responsive to recipients and families. WH putting more staff in place to help process claims.</li> <li>• Both MCOs very responsive to resolving issues.</li> </ul> </li> <li>• Affected – way entering claims, ability to enter in network</li> <li>• WH active two months, PBH active 5 years, please be patient.</li> <li>• Observation that numbers represented for grievances appear low. Response: These are the numbers reported by PBH and WH. There are grievances reported at State level which would not be included here.</li> <li>• Positive Feedback – <ul style="list-style-type: none"> <li>• Has resulted in closer collaboration with providers.</li> <li>• Better connection to consumers through Care Coordination process.</li> <li>• Enrollment faster than with CSC</li> </ul> </li> <li>• Requests/Questions/Comments: <ul style="list-style-type: none"> <li>• Request for further breakdown of data in PowerPoint. Define whether numbers are rising.</li> <li>• Has lack of due process played into the data presented?</li> <li>• When CABHAs were developed a number of consumers got reassessed and some walked away – Are we losing any folks now?</li> <li>• Request for trending information. What are considered clean claims? What are unclean claims? How much is being paid?</li> <li>• Small and large providers afraid to complain. Need to resolve.</li> <li>• Want more data to determine what is being affected by transition.</li> <li>• Request for number enrolled vs how many have applied. Want numbers compared to population.</li> <li>• Dr. Lekwauwa requested numbers be broken down to identify inpatient requests.</li> <li>• Care Coordination vs. TCM – huge discrepancy in numbers getting care coordination. Who will end up with care coordination – consistency comparing.</li> <li>• Request for more information on IDD.</li> <li>• Inquiry on B3 Service Definitions</li> <li>• How did PBH handle psychiatrist</li> <li>• Peer Support definition</li> <li>• Request for number of child psychiatrists – time to access this.</li> <li>• Authorizations – potential for automatic authorizations. Current clinical authorization timeframes.</li> </ul> </li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>▪ Power Point Presentation available on DMA website.</li> </ul>		
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<ul style="list-style-type: none"> <li>• Kelly to get information and report back</li> <li>• Suggestions / Issues for resolving to be brought back to committee.</li> </ul>		Kelly Crosbie	4-17-2012

**4. Agenda topic: Presentation/Updates –CAP/IDD – Innovations Crosswalk    Presenter(s): Sandy Ellsworth  
Deborah Goda**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Transitioning from CAP/IDD to Innovations Waiver. Some services will be a bit more flexible within the Innovations waiver. Innovations will have the same entry criteria. Both waivers make allowances for parents or guardians to provide services within limits. LME/MCOs may authorize additional hours.</li> </ul>
-------------------	---

	<ul style="list-style-type: none"> <li>• WH implemented Innovations Waiver 1/3/12 with knowledge of CMS and approval of Department.</li> <li>• Advantages and disadvantages of transition discussed.</li> <li>• Service array largely the same. Each LME has the ability to pay for services with the approval of the State and, if necessary, with Federal approval.</li> <li>• Request for Medical Necessity Criteria – defined in Medicaid Clinical coverage policy.</li> <li>• Telephonic Care Coordination - Would like to have representatives present, not just on phone. Questioning whether this will work. Response: Quality, services and outcomes to determine whether working.</li> </ul>		
<b>Conclusions</b>	<ul style="list-style-type: none"> <li>▪ Power Point Presentation available on website.</li> </ul>		
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<input type="checkbox"/> None			

## 5. Agenda topic: Tracking Log

**Presenter(s): Peggy Terhune**

Discussion	<ul style="list-style-type: none"><li>Tracking Log working well, being taken seriously. Trying to address issues. Committee to decide when the issues are resolved and/or closed.</li><li>Item #1 – Kelly to get answer</li><li>Item #2 – Peggy to get answer</li><li>Item #3 – Billing Systems – four different IT systems being used (ALFA CM, Netsmart, PBH and CMHC product – request made to standardize. Response: State does not mandate the type of IT system used. Have to be compliant with 837 submissions. Result: Noting can be done at this point – Issue Closed.</li><li>Item #4 – Closed</li><li>Item #5 – MCOs have to follow minimum State Plan. Per Kelly – no limitation.</li><li>Item #6 –</li><li>Item #7 – Standard for what ICF has to provide. Response: Basic minimum, LMEs can ask for anything that helps them better determine what they need. Peggy to get more information.</li><li>Item #8 – defined as provider firewall.</li><li>Item #9 – Closed – Responsibility of State, not this committee</li><li>Items 10</li><li>Item #11 – No – LMEs have to do own due diligence – approval with one will not carry to another LME.</li><li>Item #12 – Removed</li><li>Item #13 – Who write PCP if care coordinators don't.</li><li>Item #14 - #16 – On hold for next DWAC meeting.</li><li>Panel assembled to review Tracking Log items and bring to future DWAC committee meetings. Results/comments to be distributed after committee review. Peggy Terhune to chair panel, Jack Naftel, Ken Jones, Marc Jacques volunteered for Panel.</li><li>Previous request made to get information from this committee out to other areas regarding SA or DD. Ellen Perry agreed to develop disability fact sheets – Committee asked for volunteers to assist Ellen. Mark Jacque and Margaret Stargell agreed to assist. Hope to have SA representative on Committee by next meeting who can also assist this group.</li><li>Issue raised – Difficulty when receiving services in one LME area and getting services covered when required from another LME.</li></ul>		
Conclusions	▪		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"><li>Assigned State Staff to DWAC are to update</li><li>Panel assembled to assist with Tracking Log and Outcome Measures</li><li>Identified members to assist with disability fact sheets</li></ul>		Ken Marsh/Kathy Nichols / Shealy Thompson	4/17/2011

## 6. Agenda topic: Public Comment Period

**Presenter(s): Lee Smith**

Discussion	<ul style="list-style-type: none"><li>▪ Mary Short – IDD Caregiver Voice – Advocacy Group – Opposed to CAP Waiver &amp; Method – Issues with funding based on number of Medicaid Card Holders funding varying month to month on long term services. Believes CAP/DA should not be included in this waiver. Family/Relative providers affected - inability to find daily services, want to know what they are. Also wished to express that there are avenues to complain.</li><li>▪ Wilda Brown – President of Mental Retardation Services – concerns with DD being in waiver. Feels the waivers are moving too fast – losing budget, staff, control – doing well under the circumstances. Some clients do not take well to change. Being taken out of services they are comfortable with and being sent into community. Due to time constraints, Ms. Brown asked to provide her concerns in writing to Committee.</li><li>▪ Shelley Barnes – Appeal process to Innovations Transition, Number of grievances seems shockingly low. How are grievances being resolved? Is it considered closed if there is no resolution?</li><li>▪ Paul Cox Fishman – Shared that sister has been in facility 45 years and is well cared for and very comfortable with the setting. Feels that having to change as a result of the waivers is disruptive to consumers and not well received.</li><li>▪ Questions raised by Committee member:<ul style="list-style-type: none"><li>□ Provider in WH Network said to be going under. Is this true?</li><li>□ NEW MCOs – reports ongoing. Need to determine what data people want to see.</li><li>□ Request for pipelining with DWAC Committee/families/consumers – allow equal voice at this committee from families and consumers.</li></ul></li></ul>		
Conclusions	<ul style="list-style-type: none"><li>▪ Issues to be included in minutes, publicized on web and followed on tracking list.</li></ul>		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"><li>□ Assigned State Staff to DWAC to develop new Q&amp;A Tracking Log from DWAC Public Hearing Session</li><li>□ Assigned State Staff to DWAC to get together to develop agenda items for next meeting.</li></ul>		Ken Marsh/ Kathy Nichols	4/17/2011

**Next Meeting: Wednesday, April 18, 2012, 1:00 p.m. – 3:00 p.m.**